AVAYA

Avaya Communication Manager and Adjunct Software Compatibility Matrix

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Avaya Communication Manager and Adjunct Software Compatibility Matrix

1. <u>INTRODUCTION</u>

This document defines the minimum adjunct software versions to ensure compatibility with Avaya Communication Manager Software.

The information presented in this matrix attempts to show information on the adjunct software compatibility, updated for the last major CM release. Due to the frequency that new adjunct software becomes available, it is possible for this document to be temporarily out of date. Therefore, support.avaya.com should always be checked for the very latest adjunct software and compatibility information.

 This document also includes important compatibility notes for 6 and 7 digit dial plans available with Communication Manager.

2. <u>SERVER SUMMARY</u>

Servers that run Avaya Communication Manager are grouped as shown in Table 1, for reference.

Table 1 – Avaya Communication Manager Servers and Software

CATEGORY	SERVER	PORT NETWORKS AND MEDIA GATEWAYS	CM SOFTWARE
Definity®	CSI	CMC	CM 2.0 – 2.2.2; CM 3.x
	SI	SCC	CM 2.0 – 2.2
	R	MCC	CM 1.3.2
S8xxx Media Servers	S8300x	G250, G350, G450, G700	S8300: MV 1.x, CM 2.0
			S8300B: CM 2.0, CM 3.x, CM 4.x, CM 5.x.
			S8300C: CM 4.x, CM 5.x and later
	S8400	CMC, G250, G350, G450, G600, G700	CM 3.1 – 3.1.4, CM 4.x, CM 5.x and later
	S85xx	SCC, MCC, G250, G350, G450, G600, G650, G700	S8500: CM 2.x, CM 3.x, CM 4.x.
			S8500B: CM 2.2.x, CM 3.x, CM 4.x, CM 5.x.
			S8500C: CM 3.1.2 – 3.1.4, CM 4.x, CM 5.x and later
	S87xx IP Connect / Multi-Connect	G250, G350, G450, G650, G700 / SCC, MCC, G250, G350, G450, G600, G650, G700	S8700: MV 1.x, CM2.x, CM 3.x, CM 4.x
			S8710: CM 2.2.x, CM 3.x, CM 4.x, CM 5.x and later
			S8720: CM 3.1 – 3.1.4, CM 4.x, CM 5.x and later
			S8730: CM 5.x and later

3. <u>ADJUNCT COMPATIBILITY</u>

The following adjunct compatibilities have been updated, where possible, to reflect the latest information as of Avaya Communication 5.0.

Note about third party solutions: all other apps not sold or supported by Avaya should be reviewed with the application vendor for compatibility prior to implementation.

Table 2 – Avaya Communication Manager and Adjunct Compatibility

Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
			Table 2 – Active Avaya Communication Manager Adjuncts		
1	Access Security Gateway (ASG) Guard	Compatible	Not Compatible.		N/A
2	Access Security Gateway (ASG) Guard Plus	Compatible	Not Compatible.		N/A
3	Access Security Gateway (ASG) Guard II	V5.2 is compatible	V5.2 is compatible S85xx / S8400: SAMP and RSA generated alarms are not reported to the ASG Guard II.		N/A
4	ASG Defender	V1.0.4 and above is compatible.	V1.0.4 is compatible. S85xx / S8400: SAMP and RSA generated alarms are not reported to the ASG Defender.		N/A
5	ATM - Access Concentrator AC60/AC120/AC230	DEFINITY R8.1 and later only are compatible - min. R6.5 of: AC60/AC120/AC230 for CES termination with CSI and SI. AC60/AC120/AC230 ATM PNC or CES termination with R.	S87xx Multi-Connect: Compatible. Minimum R6.5 of AC60/AC120/AC230 (ATM PNC & CES - See Notes). S87xx IP Connect / S8300 / S8400 / S85xx: Not Applicable	ATM Circuit Emulation Service (CES) works with almost any ATM switch or transport of CES trunks.	Not Applicable

Table 2 – Active Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
6	ATM CES Trunks	Compatible and available for DEFINITY R8 and later. All adjuncts need to be checked to verify that they can understand 3 digit trunk numbering in order to work with ATM CES trunks in R8.	S87xx Multi-Connect: Compatible and available. All adjuncts need to be checked to verify that they can understand 3 digit trunk numbering in order to work with ATM CES trunks. S87xx IP Connect / S8300 / S8400 / S85xx: Not Applicable		Not Applicable
7	ATM Switch - M770	Compatible. R2.0.18 of M770 is required for DEFINITY R8.1 or later (ATM CES for CSI and SI; ATM CES or WAN PNC for R)	ONLY applicable to S87xx Multi-Connect: Compatible. R2.0.18 of M770 is required.		Not Applicable

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
			Table 2 – Active Avaya Communication Manager Adjuncts		
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
8	Avaya™ Basic Call Management System Reporting Desktop (BCMR) R1, R2. Formerly known as BCMSVu	Compatible on R6 and later CSI.

Compatible on V4 and later SI and R. | Compatible | R1 manufacturing discontinued. BCMR needs to be at minimum vintage R2 V3.2 (available in July 8, 2002 GA and via QPPCN 1336B Supplement 2 for customers with older copies) to work with CM 1.1. | BCMR needs to be at minimum vintage R2 V3.2 (available in July 8, 2002 GA and via QPPCN 1336B Supplement 2 for customers with older copies) to work with CM 1.1. |
| 9 | CallVisor ASAI DEFINITY LAN Gateway MAPD (DLG) R2.0 Issue 2.03 | Compatible with R6.3.2 CSI.

Compatible with R6.1 and later SI and R. | Compatible with all S8xxx Servers EXCEPT for S8300. Supported up through CM 4.x. Not supported in CM 5.0 and later. | Requires TN801B V5. Will not be supported after September, 2008. | Requires ASAI Release 11. |
| 10 | CallVisor ASAI LAN MAPD (CVLAN) | Compatible with R6.3.2 and later with TN801B MAPD only on CSI.

Compatible with R6.1 and later SI and R. | Compatible with all S8xxx Servers EXCEPT for S8300. Supported up through CM 4.x. Not supported in CM 5.0 and later. | Requires TN801B V5. Will not be supported after September, 2008. | Requires ASAI Release 11. |
| 11 | CVLAN Server R9 for Linux | Compatible with CM2.X only | Compatible with CM2.X only | Requires TN801B or CLAN running Co-resident DLG, which is only supported on CM 2.x. | |

Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
				Table 2 – Active Avaya Communication Manager Adjuncts	
12	Call Management System (CMS) R3V6	Compatible with G3V2 through R10	Compatible with CM1.1 through CM3.1.x; No longer supported on CM 4.0 and later.	R3V6 CMS does not support ATM CES trunks. Upgrades to R11 or later Call Center as well as upgrades to S8100, S8300, S8500 or S8700 Media Servers require LAN (TCP/IP) connectivity. Call Center features supported are limited to that supported by the CMS release when an earlier CMS is used with a later DEFINITY/CM release.	Not compatible with 6 or 7 digit Dialing.
13	Call Management System (CMS) R3V8	Compatible with G3V2 through R10	Compatible with CM1.1 through CM3.1.x; No longer supported on CM 4.0 and later.	R3V8 and later do support ATM CES trunks. Upgrades to R11 or later Call Center as well as upgrades to S8100, S8300, S8500 or S8700 Media Servers require LAN (TCP/IP) connectivity. Call Center features supported are limited to that supported by the CMS release when an earlier CMS is used with a later DEFINITY/CM release.	Not compatible with 6 or 7 digit Dialing.
14	Call Management System (CMS) R3V9	Compatible with G3V2 through R10	Compatible with CM1.1 through CM3.1.x; No longer supported on CM 4.0 and later.	Upgrades to R11 or later Call Center as well as upgrades to S8xx0 Servers require LAN (TCP/IP) connectivity between CMS and the Server. Call Center features supported are limited to that supported by the CMS release when connected with a later DEFINITY/CM release.	Not compatible with 6 or 7 digit Dialing.
15	Avaya™ Call Management System (CMS) R3V11	Compatible with R6 through R10	Compatible up through CM 4.x; No longer supported on CM 5.0 and later.	Upgrades to R11 or later Call Center as well as upgrades to S8xx0 Servers require LAN (TCP/IP) connectivity between CMS and the Server. Call Center features supported are limited to that supported by the CMS release when connected with a later CM release.	R3V11 and later support 6 or 7 digit dial plans.
16	Avaya™ Call Management System (CMS) R12	Compatible with R8 through R10	Compatible with CM1.1 through CM5.0	R12 and later CMS only supports TCP/IP connectivity. Call Center features supported are limited to that supported by the CMS release when connected with a later CM release.	Yes
17	Avaya™ Call Management System (CMS) R13	Compatible with R8 through R10	Compatible with CM1.1 through CM5.0	TCP/IP Connectivity Only. Call Center features supported are limited to that supported by the CMS release when connected with a later CM release.	Yes
18	Avaya™ Call Management System (CMS) R13.1	Compatible with R8 through R10	Compatible with CM1.1 through CM5.0	TCP/IP Connectivity Only. Call Center features supported are limited to that supported by the CMS release when connected with a later CM release.	

Table 2 – Active Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
19	Avaya™ Call Management System (CMS) R14	Compatible with R9 through R10	Compatible with CM1.1 through CM5.0	TCP/IP Connectivity Only. Call Center features supported are limited to that supported by the CMS release when connected with a later CM release.	CMS is not compatible with CM 4.0 EDP (greater than 7 digit dial plans)
20	Avaya™ CMS Supervisor V12 - V14	Typically compatible with corresponding CMS release only; see note. Switch compatibility based on CMS.	Typically compatible with corresponding CMS release only; see note. Switch compatibility based on CMS.	TCP/IP Connectivity Only. CMS Supervisor R13 supports both R12 CMS and R13 CMS.	Must upgrade to R11 CMS
21	Avaya IQ R 4.x (formerly Call Center Reporting)	Not Compatible	IQ 4.x is compatible with CM3.1.4, CM 4.0.1 and 5.x; EAS and UCID must be active on CM	IQ 4.x interoperates with CM3.1.4 via the "CM 3.1" setting (on CM set CMS to "R13.1 as an alias"). The "CM 3.1" setting is required with CM4.0 or CM5.0 with a co-connected 13.1 CMS. An IQ 4.x connected to CM4.x /5.x without a CMS or with R14 CMS requires the "CM 4.0" or CM 4.0/5.0" system setting on IQ and "4.0" in the IQ field on CM (if connected the CMS field is set to R14).	Compatible with EDP and 6/7 Digit Dial Plans. Greater than 7 digits requires Avaya IQ 4.1 (CMS release must be blank on CM)
22	Avaya™ Visual Vectors R13.1 Maint Load	Compatible with CM 3.1 with R13.1 CMS and earlier CM/Definity Releases (switch compatibility based on CMS)	Compatible with CM 3.1 with R13.1 CMS and earlier CM/Definity Releases (switch compatibility based on CMS)		Must upgrade to Visual Vectors R11 or later for 6/7 Digit Dialing. Not compatible with EDP.

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
23	Avaya™ Network Reporting	Compatible with R7 and later. Supported for CMS R3V6 or later that is TCP/IP capable with CSI. Compatible with R6.3 and later SI and R.	Compatible	Network Reporting must be upgraded to match the CMS release (e.g. V11 Network Reporting required with R3V11 CMS)	Must upgrade to Network Reporting R11 or later
24	Avaya™ IP Agent (formerly CentreVu® Agent/IP Agent)	Compatible with R8.2 and later	Compatible	IP Agent R3 – R6 states compatibility with DEFINITY R10 and later switch releases. IP Agent R7 and later is compatible with CM 2.0.1 and later.	VoIP mode is used with 6/7 extensions. Otherwise, R1 and R2 versions interoperate with 6/7 digit extensions using the dual connect
25	NICE Analyzer (formerly CentreVu Explorer)	Compatible. Limited to DEFINITY Call Center features supported per DEFINITY release. Supported for CMS R3V6 that is TCP/IP capable with CSI.	Compatibility is based on CMS rather than CM. Some Call Center features not available with S8300	Any switch supported by CMS is supported by Analyzer CMS R3V5 or later on Y2K approved platform required with external call history enabled. NICE Analyzer is compatible with CMS releases R3V6 and later, independent of the switch release and independent of the switch server/gateway configurations.	Compatible with 6/7 digit extensions

Table 2 – Active Avaya Communication Manager Adjuncts

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
	Table 2 – Active Avaya Communication Manager Adjuncts				
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
26	Nice Logger/CLS Nice Perform	Perform 2 is compatible with CM 3.1.x. Perform 3 is compatible with 3.1.x and later with CSI. Not Compatible with SI and R.	Perform 2 is compatible with CM 3.1.x. Perform 3 is compatible with 3.1.x and later.	Nice Log/CLS versions 8.9 and older compatible with CM1 to CM3. – see Nice compatibility matrix for more details on Products A-Z.	
27	CSCM 7.3 & 7.7 (Witness offers)	CSI: CSCM 7.3 is compatible with CM 3.x. CSCM 7.7 is compatible with CM 2.x and 3.x. SI: CSCM 7.7 is compatible with CM 2.x. R: Not Compatible	CSCM 7.3 is compatible with CM 3.x. CSCM 7.7 is compatible with CM 2.x, 3.x and 4.x.	See Verint Compatibility Matrix on Products A-Z	
28	Quality 7.7 (Witness offer)	CSI: Compatible with 3.x SI / R: Not Compatible	Compatible with 3.x, 4.x.	See Verint Compatibility Matrix on Products A-Z.	
29	QCM 5.4 (Witness offer)	CSI / SI: Compatible R: Not Compatible	Compatible with CM 2.x, 3.x and 4.x.	See Verint Compatibility Matrix on Products A-Z	
30	Verint Ultra 9.3	CSI / SI: Compatible R: Not Compatible	Compatible with CM 2.x and 3.x	See Verint Compatibility Matrix on Products A-Z	
31	Verint Ultra 10	CSI / SI: Compatible R: Not Compatible	Compatible with CM 4.x	See Verint Compatibility Matrix on Products A-Z	

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
		Table 2 – Active Avaya Communication Manager Adjuncts			
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
32	Proactive Contact 3.0 and above	Compatible	Compatible		
33	CONVERSANT® ASAI Link	CSI: Compatible with R6.3.2 and later with TN801B MAPD only SI / R: Compatible with V3.0.1 and later	Compatible		
34	Conversant (V 7.0)	CSI: Connectivity Only: T/R, line side T1 for CSI. SI / R: Connectivity Only: T/R - all, line side T1 - V2 and later. See Conversant ASAI Link for full compatibility.	Compatible	Trunk side T1 is also possible.	Not Tested
35	Conversant (V 8.0 and V9.0)	Compatible. See note.	Compatible	Midrange V8.0 will do both line side T1 and tip/ring, while the high end platform will do line side T1, but not tip/ring.	Compatible with 6/7 digit extensions
36	Avaya IVR (R9)	Compatible	Compatible		Compatible with 6/7 digit extensions
37	Avaya Interactive Response (1.0 and later)	Compatible	Compatible	TDM: Line Side T1 or ISDN, VOIP: H.323 as IP station CTI: CVLAN, Avaya CT, or AES. AES is required for CM 5.0 and later.	Compatible with 6/7 digit extensions
38	Avaya Voice Portal 3.0 and later	Not compatible	Compatible with CM 2.1 and later	Requires IP_API_A stations and media processing; H.323 as IP station CTI: Avaya CT or AES. AES is required for CM 5.0 and later	

Table 2 – Active Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
39	DEFINITY AUDIX System (R3.2 and later)	CSI: Compatible in DSE only SI / R: Compatible with G3iV1 and later	S87xx Mutli-Connect: Compatible in DSE only S87xx IP Connect / S8300 / S8400 / S85xx: Not Available		Definity Audix will not support extension lengths greater than 5 digits.
40	Avaya™ Directory Enbaled Management (formerly Enterprise Directory Gateway (EDG))	EDG 1.0 supports R9.1 and R9.2. EDG 1.1 supports R9.5. EDG 1.2 will support R10. For CM see note.	See Note.	CM Requires the Integrated Management Suite. The release required corresponds to the CM release.	Not Applicable
41	Avaya™ ATM WAN Survivable Processor Manager	CSI / SI: ATM WSP Not Available R: ATM WSP Manager 1.0 supports R9.2 and will support R9.5 and R10. For CM see note	ATM WSP Not Available	CM Requires the Integrated Management Suite. The release required corresponds to the CM release.	Compatible with 6/7 digit extensions
42	Avaya™ Voice Announcement Manager (formerly VAL Manager)	Compatible	Compatible. Version 1.2 or later required for compatibility with embedded G700 VAL sources	CM Requires the Integrated Management Suite. The release required corresponds to the CM release. SSH connectivity to CM is only available with ASA 3.1 and later.	Must use version 1.1 or later to work with 6/7 digit extensions
43	Fault & Performance Manager (formerly DEFINITY Network Management)	DEFINITY 9.5 or later requires TCP/IP connectivity and SSG/SIG for proactive alerting	See Note.	The release required corresponds to the CM release. For adjunct support SSG/SIG is required.	

Table 2 – Active Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
44	Avaya Site Administration (formerly DEFINITY Site Administration (DSA)	DEFINITY 9.5 or later requires TCP/IP connectivity	See Note.	The ASA release required corresponds to the CM release. Where ASA supports multiple CM systems, the ASA release must correspond to the CM system with the latest release; the other CM systems can be on earlier releases back to DEFINITY Release 9.5. ASA 3.1 and later is recommended for SSH connectivity to CM.	Must use Avaya Site Administration Version 1.11 or later for full adminstrative capability using 6/7 digit dial plans
45	DEFINITY(R) Wireless Business System	Compatible with R6.2 and later	Compatible with all S8xxx Servers EXCEPT S8300.	Native feature; requires TN789; all wireless offers will run on any server/platform; gateways introduce limitations. These gateways are G700 and G350 since they do not support the TN cards which DWBS requires	Compatible with 6/7 digit extensions
46	DEFINITY Wireless DECT	Compatible with R8.1 and later	Compatible S8300: T1/E1 MM	Requires ISDN PRI Trunk Intf.	Compatible with 6/7 digit extensions
47	TransTalk®	Compatible	Compatible	Requires station side DCP	Compatible with 6/7 digit extensions
48	Avaya™ EC500 Extension to Cellular	Compatible starting with R9.2 and later	Compatible	Native feature	Compatible with 6/7 digit extensions
49	PHS X-station Mobility	Compatible	Compatible through CM3.0.x. Compatible with S8xxx Servers EXCEPT S8300 and S8400	Requires ISDN BRI Trunks; discontinued. SA8339	
50	PHS X-station Mobility over IP	CSI / R: Not compatible SI: Compatible	Compatible with all S8xxx Servers EXCEPT S8300.	SA 8567	
51	Internet Call Center	Compatible with R6.3 and later	Compatible		

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
52	Internet Telephony Gateway (R1.2, R2.0)	Compatible with R6.3 and later	Compatible		
53	Avaya™ Modular Messaging	Compatible (see Notes)	Compatible (see Notes)	Compatibility with specific Avaya Definity or S8xxx Servers and associated releases are based on the specific Modular Messaging integration employed. For details please refer to the *Avaya Modular Messaging Integrations* document on http://support.avaya.com/elmodocs2/mm/IntegrationCNs.pdf	Compatible up to 10 digits. Please refer to the *Avaya Modular Messaging Concepts and Planning Guide* for further details.
54	Intuity™ AUDIX (R3.3 w/ IP55)	CSI:Not Compatible SI / R: Compatible	See Note. S8300: Not compatible.	Compatible as long as platform talks to adjunct via C-LAN.	Does Not Support 6 or 7 digit Dialing. Migrate to Audix 5.1
55	Intuity AUDIX (R4.3 and later)	Compatible CSI: (connectivity via Mode Code only for R6..x; IP for R7.1 and later with TN799 CLAN)	See Note. S8300: Compatible.	Compatible as long as platform talks to adjunct via C-LAN.	See footnote [1].
56	IA770 Intuity Audix Messaging	Not Compatible	Only Applicable to S8300 and S8400. IA770 release must be same as CM release. See note.	New product available with S8300 CM 1.2	Compatible with 6/7 digit extensions

The title above this table: **Table 2 – Active Avaya Communication Manager Adjuncts**

[1] Must be Audix R5.1.33 or later to support 6 or 7 digit dialing.   DCIU Integration: DCIU (BX.25) limits the number of digits sent over the link to 3-5 digits.   Therefore, an Intuity Audix that is DCIU integrated cannot support a dial plan length greater than 5.   CLAN Integration is possible: starting with Intuity Audix Release 5.1.33, 6 and 7 digit extension lengths are supported through its CLAN integration.

Table 2 – Active Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
57	Intuity HiCap (R4.5).Intuity Hi-CAP option is still on Intuity R4.4 platform.	CSI / SI: Not Compatible R: Compatible	Not Compatible		Does Not Support 6 or 7 digit Dialing. Migrate to Audix 5.1
58	Avaya Interchange R5.3.32 or greater	Compatible	Compatible	Oldest release in the field is 5.2.	Compatible with 6/7 digit extensions
59	Intuity Lodging (R2.0 w/ Intuity AUDIX 5.1)	Compatible CSI: (connectivity via Mode Code in R6.x, IP for R7.1 and later with TN799 CLAN)	Compatible with S8xxx Servers except S8300.		Audix 5.1 supports 6-7 digit dialing
60	Message Manager (4.3 & later) Runs on PC	Compatible. See Note	Compatible. See Note	Client (PC) application that communicates with Intuity Server application.	Compatible with 6/7 digit extensions
61	ARIA®	Compatible with Aria 1.0 or later	Compatible with Aria 1.0 or later	Support for set types in all platforms - mode code, SMDI or 74XX set support should not be eliminated.	See footnote [2]
62	OCTEL® 100	Compatible, Octel 100 Rel 1.0 or later	Compatible, Octel 100 Rel 1.0 or later	Support for set types in all platforms - mode code, SMDI or 74XX set support should not be eliminated.	Compatible with 6/7 digit extensions
63	SERENADE®	Compatible with Serenade 1.0 or later	Compatible with Serenade 1.0 or later	Support for set types in all platforms - mode code, SMDI or 74XX set support should not be eliminated.	See footnote [3]
64	Avaya™ Unified Messenger®	Compatible with UM 3.0 or later	Compatible with UM 3.0 or later	Support for Digital Set Emulation (7434 & 8434), mode code, T1 & E1 QSIG.	Compatible with 6/7 digit extensions

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[2] Supports 6/7 digit extensions. Octel Aria can only use digital line emulation to work with a 6 or 7 digit dial plan (mode-code is not supported in a QSIG environment). For digital line emulation, the switch extension displayed on the set must match the subscriber mailbox extension.
[3] Supports 6/7 digit extensions.   Octel Serenade can support extension length up to 8 digits. Octel Serenade can also support mixed extension lengths provided each group with the same leading digit is the same length.

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
				Table 2 – Active Avaya Communication Manager Adjuncts	
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
65	DEFINITY Anywhere	Compatible with R6.3 and later CSI: TN801B MAPD only	Compatible		
66	CVCT r11.1	Supported with CM 1.1 and earlier.	Not Supported.		Compatible
67	Avaya™ Computer Telephony 1.2 (Previously known as CentreVu Computer Telephony).	CSI: Compatible with R6.3.2 and later with TN801B MAPD only SI / R: Compatible	Supported through CM 4.x; not supported with CM 5.0 and later.	Next GA Release.	Compatible
68	Avaya™ Computer Telephony 1.3	CSI: Compatible with R6.3.2 and later with TN801B MAPD only SI / R: Compatible	Supported through CM 4.x; not supported with CM 5.0 and later.	Last Release of Avaya CT	Compatible
69	Application Enablement Services 3.0 and later	Compatible with CM 3.x and later	Compatible with CM 3.x and later		Compatible
70	Avaya(TM) SoftConsole (R1.0)	Compatible. See Note.	Compatible. See Note.	Available starting with R10. DCP version will run on any R9 platform and above. The IP version will run on any R10 and above.	Compatible with 6/7 digit extensions
71	Avaya(TM) SoftConsole (R1.5 and later)	Compatible with R9.5 or later	Compatible		Compatible with 6/7 digit extensions

					6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	
72	Pollable Storage Unit (PSU)	Compatible. R1.1	Not Tested. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)		Compatible with 6/7 digit extensions
73	Co-Resident DEFINITY LAN Gateway (Co-Resident DLG)	Not Available	Only applicable to S8300.	Support limited to a single Adjunct link to Avaya CT in R9/R10 on IP600.	Compatible with 6/7 digit extensions
74	eCAS (CDR client)	Compatible	Compatible	Replacement for CDR-U and CAS for Windows. RDTT (Avaya test tool for RSP) v2.1 compatible back to CM R9.5	Compatible with 6/7 digit extensions.
75	Avaya IP Softphone (R3-R6)	Compatible. See Note.	Compatible. See Note.	R1 and R2 are obsolete.	For 6/7 digit dialing: Supported. For 13-digit dialing: R6 or later needed.
76	Avaya™ VoIP Monitoring Manager	Compatible only with CM 1.1 and later which contains RTCP.	Compatible.	Compatible only with CM 1.1 and later which contains RTCP.	Compatible with 6/7 digit extensions
77	Avaya MultiSite Administration (formerly CM Configuration Manager 1.0 - 1.3)	DEFINITY 9.5 or later must have TCP/IP connectivity	Compatible	The release required corresponds to the CM release.	Compatible with 6/7 digit extensions. DNA will not work.

Table 2 – Active Avaya Communication Manager Adjuncts

Table 2 – Active Avaya Communication Manager Adjuncts				
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
78	Avaya Fault and Performance Manager (formerly CM Fault and Performance Manager 1.0-1.3)	Compatible with CM 1.1 and later.	Compatible	The release required corresponds to the CM release.	Supports 6/7 digit extensions
79	Avaya Proxy Agent (formerly CM Proxy Agent 1.0-1.3)	This is no longer available; need SSG/SIG			
80	Avaya™ IP Telephones	Compatible - see note.	Compatible - see note.	Support Center website should be checked for latest vintages for all IP phones.	Supports 6/7 and 13 digit extensions
81	Polycom VSX	Not Compatible	Supported with CM 3.1.3 and later.	Support Center website should be checked for recommended SW for given CM release.	
82	Polycom HDX	Not Compatible	Supported with CM 4.x and later.	Support Center website should be checked for recommended SW for given CM release.	
83	Polycom MGC	Not Compatible	Supported with CM 3.1.3 and later.	Support Center website should be checked for recommended SW for given CM release.	
84	Polycom RMX	Not Compatible	Supported with CM 5.x and later.	Support Center website should be checked for recommended SW for given CM release.	
85	IP Video Softphone	Not Compatible	Supported with CM 3.1.3 and later.	Support Center website should be checked for recommended FW.	
86	Avaya(TM) Interaction Center (IC)	Compatible for R8.3, 9, 10, CM 1.1, 1.2, 1.3, and 2.0.	Compatible		Supports 6/7 digit extensions. Still in test.
87	PMS	There are a large number of PMS vendors that have tested interoperability with Communication Manager. For detailed information regarding a specific product, the vendor should be contacted to verify interoperability or compatibility. In general, once a vendor has tested and verified a specific product, that product is compatible with previous and future releases of Communication Manager.			

4. FORMERLY SUPPORTED ADJUNCTS - ARCHIVE

Following are adjuncts that were once supported, but are no longer supported.. They are shown here for historical purposes only. Once an item is in this table, no further updates will be made for that item.

Table 3 – Avaya Communication Manager and Formerly Supported Adjuncts

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
1	Avaya Terminal Configuration	Compatible	Compatible		
2	Avaya™ Terminal Emulator (ATE)	Compatible with DEFINITY V4 and later	See Note.	For CM 2.0 and later ATE is no longer available. Previously, ATE was bundled with ASA.	
3	AUDIX® (R1V8.2 w/ Y2K Update)	See Note	See Note	No longer supported on any System/Platform	Not compatible with 6 or 7 digit Dialing. Migrate to Audix 5.1
4	Voice Power 2.1.1, 3.0 with Y2K update on Olivetti and Intel platforms	See Note	See Note	No longer supported on any System/Platform	Not compatible with 6 or 7 digit Dialing. Migrate to Audix 5.1
5	The lodging software release was R1.1. It was usually co-res with AVP 2.1.1, 3.0 with Y2K update on Olivetti and Intel platforms	See Note	See Note	No longer supported on any PBX	Not compatible with 6 or 7 digit Dialing

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
6	Call Detail Recording Unit (CDRU) Enhanced	Compatible with DEFINITY R4.3 and later	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS
7	CAS XP	Compatible with DEFINITY R4.1 and later	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS
8	CAS LITE	Compatible with DEFINITY R4.1 and later	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS
9	CAS Terminal (V2.0 and later)	Compatible with R2.08 and later	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS

Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
10	CAS for Windows (V2.0 and later)	Compatible with R2.2B	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS
11	CDRU-S	Compatible with R1.0 and later	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS
12	CDRU-SE	Compatible with R1.0 and later	Compatible. Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued	Not compatible with 6 or 7 digit Dialing. Migrate to eCAS

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
13	Conversant Intro V3.1.1 w/ Y2K Update	Connectivity Only: T/R, line side T1 for CSI. Connectivity Only: T/R - all, line side T1 - V2 and later for SI and R. See Conversant ASAI Link for full compatibility.	See note	End of Support. Migrate to V8 or later.	See note
14	Conversant (V3.1.1 w/ Y2K Update, V4.0 w/ Y2K Update, V4.0i w/ Y2K Update	Connectivity Only: T/R, line side T1 for CSI. Connectivity Only: T/R - all, line side T1 - V2 and later for SI and R. See Conversant ASAI Link for full compatibility.	See note	End of Support. Migrate to V8 or later.	See note
15	Conversant (V 6.0 with Update 1)	Connectivity Only: T/R, line side T1 for CSI. Connectivity Only: T/R - all, line side T1 - V2 and later for SI and R. See Conversant ASAI Link for full compatibility.	See note	End of Support. Migrate to V8 or later.	See note

			Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts		
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
16	DEFINITY Fault Management (2.0.1 / 2.0.2)	Compatible R6.1 thru R7. R8 and later not supported.	Not Compatible	R9 and later will not be supported on DNM 2.x. For R9, customers must upgrade to DNM 4.0. For R10 support, customer must purchase DNM 4.0.	Not Applicable
17	DEFINITY Network Administration (DNA)	DNA 3.0 Supported through R9.5. Not Supported after. See Note.	Not Available. See Note	This product has been discontinued	Not Available. See Note
18	DEFINITY Performance Management (2.0.1 / 2.0.2)	Compatible with DEFINITY R6.1 thru R7 for CSI

Compatible with V4 thru DEFINITY R7 for SI and R

R8 and later not supported. | Not Available | No longer supported as of 12/31/01. Now part of Fault & Performance Manager | |
| 19 | Proxy Agent (formerly DEFINITY Proxy Agent (DPA)) | DPA 2.0.1/2.0.2 compatible with DEFINITY R6.1 thru R7 for CSI.

DPA 2.0.1/2.0.2 compatible with V4 thru DEFINITY R7 for SI and R.

 R8 and later not supported. DPA 3.0/4.0 compatible with R6.1 & later. Need DPA 4.0 for TCP/IP connectivity. For CM see note. | Not Available | DPA 2.0.1/2.0.2/3.0/4.0 no longer supported. CM requires the Integrated Management Suite. The release required corresponds to the CM release. | |

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
20	G3 Mgmt App (G3-MA) Unix 5.0 w/ Y2K Update	Not Available for CSI. Compatible up to V4 only with SI and R. After V4, not Compatible.	Not Available	Ended support on 12/31/99.	Not Available
21	Hacker Tracker Module of CAS for Windows (2.0 and later)	R2.2B (Supported via CAS)	Not Tested	Manufactured Discontinued	Not Compatible. Migrate to eCAS
22	Intuity CAS	Compatible. R1.2	Not Tested.	Manufactured Discontinued	
23	Manager IV (w/ R2L1.10.9 load)	Not Compatible	Not Compatible	Will drop support on 12/31/01.	
24	Monitor 1 (R7.1 and later)	Not Compatible with CSI. Compatible up to DEFINITY R5 with SI and R.	Not Available. See Note	Support terminated.	Not Available. See Note
25	Multimedia Communications Exchange (MMCX) R2	Compatible (PRI all, MASI R6.2 and later)	Not Available. See Note	Support terminated.	Not Available. See Note
26	PC Console (R2.5)	Compatible	Not Available. See Note	End of sale; replaced with Avaya™ SoftConsole for R9 and above. Has DCP connectivity.	Not compatible
27	Remote Port Security Device Key (4.0 and later)	See Notes	See Notes	No longer available	
28	Remote Port Security Device Lock (4.0 and later)	See Notes	See Notes	No longer available	

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
29	Definity Network Telemanagement (DNT)	R1.3 version Compatible.	Compatible - Requires CLAN IP or Processor Ethernet connectivity. Must also bridge the LAN to Adjunct connection using an IOLAN terminal server (for TCP/IP to RS-232 conversion)	Manufactured Discontinued Product.	Does Not Support 6 or 7 digit Dialing. Migrate to eCAS
30	Terranova ECS Station Administration (R6.0)	Compatible with CSI. Compatible with G3V3 and later for SI. Compatible with G3V4 and later for R.	Not Available. See Note	Product has been terminated.	
31	Trouble Tracker (R7.1 and later)	Not Compatible with CSI. Compatible up to DEFINITY R5 for SI and R.	Not Available. See Note	No longer supported.	

Table 3 – Retired DEFINITY and Avaya Communication Manager Adjuncts					
Line	Adjunct	DEFINITY Server Compatibility	S8xxx Server Compatibility	Notes	6/7 Digit Dialing or CM 4.0 EDP (8 to 13 digits) Compatibility
32	Avaya R300 Remote Office Communicator Rel 9.2 or later (formerly Remote Office)	Compatible with R9.2 through CM2.1. See note.	Compatible with S8700 through CM2.1. Not available with S8710 & S8720 – Compatible with S8300A/B through CM2.1 when the S8300/B is in G350 & G700. Not Available for S8300B in G250. Compatible with S8500 through CM2.1. Not available with S8400. See note.	No longer supported as of 12/5/05.	Compatible with 6/7 digit extensions